

The background of the slide is a collage of four images arranged in a 2x2 grid, separated by white hexagonal borders. The top-left image shows a smiling family of five (a man, a woman, and three children) standing in front of a house. The top-right image shows an elderly couple and a younger man smiling together. The bottom-left image shows a modern, multi-story apartment building with a mix of brick and teal siding. The bottom-right image shows a peaceful courtyard with a small fountain, a wooden bench, and lush greenery.

# NSPIRE

## Get Ready Session Welcome

February 28, 2023



# U.S. Department of Housing and Urban Development

Candace Valenzuela  
Southwest Regional Administrator

Create strong, sustainable, inclusive communities and quality, affordable homes for all.

# HUD at Work



# HUD's Strategic Goals



Support underserved communities

Ensure access to & increase production of affordable housing



Promote homeownership

Advance sustainable communities



Strengthen HUD's internal capacity

# HUD's Eight Program Offices

Delivering services to the community, providing resources, partnering with stakeholders

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**Fair Housing  
and Equal  
Opportunity**

**Community  
Planning and  
Development**

**Lead Hazard  
Control and  
Healthy Homes**

**Office of  
Housing/FHA**

**Field Policy and  
Management**

**Public and  
Indian Housing**

**Policy  
Development  
and Research**

**Ginnie Mae**

# Southwest Region – Fort Worth Regional Office

- Fort Worth Field Office – North Central and West Texas
- San Antonio Field Office – South Texas
- Houston Field Office – Texas Gulf Coast
- New Orleans Field Office - Louisiana
- Little Rock Field Office- Arkansas
- Oklahoma City and Tulsa Field Offices – Oklahoma
- Albuquerque Field Office- New Mexico



# National Initiatives



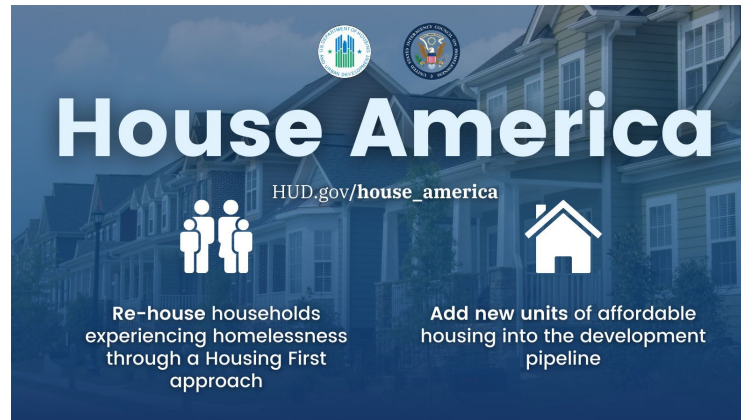
# House America

## Response to homelessness crisis

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Calling on local leaders to use American Rescue Plan Act resources, with other federal, tribal, state, & local resources to:

1. Re-house at least 100,000 households experiencing homelessness (at 62,000 as of September)
2. Add at least 20,000 new housing units to the development pipeline (15,500 added as of September)





# Our Way Home

Supports President Biden's Housing Supply Action Plan

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- Inspiring communities to use HUD & other resources such as zoning changes & updated financing options, NOW to get houses built and preserve existing homes.
- Progress has been made & is continuing with a focus on:
  1. Improved federal financing
  2. Transit-oriented development
  3. Innovation
  4. Preserving single-family homes

# Property Appraisal & Value Equity Task Force

Rooting out racial and ethnic bias in home evaluation

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Five overarching actions:

1. Enhance oversight and accountability of the appraisal industry
2. Empower consumers by educating them
3. Ensure technology-based alternatives to human appraisals don't perpetuate bias
4. Cultivate a well-trained, more diverse appraiser workforce
5. Leverage federal data and expertise to inform policy, practice, and research

# Bridging the Wealth Gap

Advances the ability to help renters build assets

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- Focusing on expanding savings, credit building, access to banks, and financial coaching
- Developed by listening to our stakeholders, convening roundtables, and taking a hard look at what HUD could do to move the needle
- Actively supporting housing authorities and private owners to create new ways of building opportunity
- Building more pathways from rental assistance to homeownership
- \$113MM for the Family Self-Sufficiency program to help HUD-assisted families increase earned income and improve financial stability (closed Oct. 3)



# HUD News You Can Use

## Voucher updates, expanded FHA policy and awards

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- **Oct. 24:** \$84MM awarded to help end youth homelessness
- **Oct. 13:** 35,000 households averted homelessness with EHV use (50% leased up)
- **Sept. 28:** \$125 MM awarded to protect families from lead and other home health and safety hazards
- **Sept. 27:** FHA expands homeownership access for first-time buyers with positive rental history
  - On-time payment of all rental payments in the previous 12 months
- **Sept. 23:** 19,000+ new, flexible Housing Choice Vouchers
  - Most expansive allocation in 20 years
  - Request is to prioritize and address homelessness
  - Higher FMRs provide more opportunity



# Call to Action: Collaboration



## More Information

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- HUD website: [www.hud.gov](http://www.hud.gov)
  - PAVE: <https://pave.hud.gov/>
  - House America: [www.hud.gov/house\\_america](http://www.hud.gov/house_america)
  - Our Way Home: [www.hud.gov/ourwayhome](http://www.hud.gov/ourwayhome)
- Notice of Funding Opportunities: Grants.gov
  - Under agency, select Department of Housing and Urban Development
-  @HUDSouthwest

# HUD News You Can Use

**Extensive homelessness assistance, proposed AFFH rule and awards for research, fixing hazards, vouchers and revitalization**

- **Feb. 2:** HUD awards \$315 million in historic funding to address unsheltered and rural homelessness
- **Jan. 25:** Biden-Harris Administration releases Blueprint for a Renter's Bill of Rights
- **Jan. 20:** \$5.5 million available for Hispanic Serving Institutions to conduct housing and community development research.
- **Jan. 19:** HUD publishes a proposed Affirmatively Furthering Fair Housing Rule, now open for public comments.
- **Jan. 13:** \$568 million made available to address housing hazards
- **Dec. 22:** Grants awarded for agencies to create revitalization plans in high-poverty neighborhoods with distressed HUD-assisted housing.
- **Dec. 21:** Vouchers awarded to help homeless Veterans find and sustain permanent housing.
- **Dec. 19:** All In: Federal Strategic Plan to Prevent & End Homelessness launched & 2022 national numbers remain flat despite pandemic







# NSPIRE

## General Session

**Speaker: Ashley Leia Sheriff**





# Agenda



Time	Module Title	Speaker
8:30 am - 8:35 am	<b>Welcome &amp; Introductions</b>	Marcel Jemio, emcee Zuleika Morales-Romero, San Antonio Field Office Director
8:35 am – 8:45 am	<b>Leadership Remarks</b>	Candace Valenzuela, Regional Administrator
8:45 am – 9:45 am	<b>General Session</b>	Ashley Leia Sheriff, Deputy Assistant Secretary of REAC
9:45 am – 10:30 am	<b>Policy</b>	Tara Radosevich
10:30 am – 10:45 am	<b>Break</b>	
10:45 am – 12:00 pm	<b>Standards</b>	Ashley Leia Sheriff and Cliff Kornegay
12:00 pm – 1:00 pm	<b>Lunch</b>	
1:00 pm – 1:30 pm	<b>Standards Q&amp;A</b>	Ashley Leia Sheriff
1:30 pm – 2:30 pm	<b>Scoring Model</b>	Ashley Leia Sheriff
2:30 pm – 2:45 pm	<b>Break</b>	
2:45 pm – 3:45 pm	<b>Operations &amp; IT Information</b>	Kevin Laviano and Marcel Jemio
3:45 pm – 4:00 pm	<b>Closeout</b>	Ashley Leia Sheriff

# Introduction

Customer Operations  
**Continuous Improvement**  
Health & Safety Quality  
Change Innovation  
Resident  
Inspections  
Technology  
Customer  
Centricity  
Timely  
Connectivity  
Standards



# Value Statement



NSPIRE transforms how HUD manages the quality of affordable housing units with stronger standards, better inspections, greater insights, and **healthier and safer homes for residents.**



# Value Statement



**Better Data**

**Better Standards**

**Better Inspections**

**Better Homes**



# What is NSPIRE?

## **HUD's National Standards for the Physical Inspection of Real Estate (NSPIRE) strengthens HUD's physical condition standards, known as the Uniform Physical Condition Standard (UPCS) by:**

- Prioritizing health, safety, and functional defects over appearance
- Updating HUD's physical inspection model, which is now 20+ years old
- Focusing on the areas that impact residents – their units
- Providing a more accurate score for property conditions
- Aligning inspection standards across all HUD-assisted properties, as directed by Congress
- Incorporating resident feedback regarding the condition of units

# Goals



## PEOPLE *Residents*

- ✓ Ensure families are living in safe and tenantable homes
- ✓ Facilitate year-long maintenance with a unit-focused approach
- ✓ Prioritize residents over properties
- ✓ Explore resident feedback for better quality service

## PROPERTIES *Health and Safety*

- ✓ Better identification of substandard housing through clear, defined inspection protocols
- ✓ Increase inspection consistency
- ✓ Modernize health and safety standards
- ✓ Ensure homes are safe and suitable for residential use

## PROGRAMS *Modernize HUD's Inspection Process*

- ✓ Modernize HUD's physical inspection process
- ✓ Improve service delivery for our residents and housing principles
- ✓ Align multiple inspection standards into a clear, defined inspection protocol

# How are we getting there?

**NSPIRE Guiding Principles highlight continuous improvement, customer centricity, risk-based approaches, stakeholder engagement, and fostering relationships**



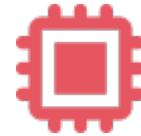
## PEOPLE

- Engage experts
- Listen and incorporate feedback
- Prepare stakeholders for NSPIRE



## PROCESS

- Wholesale redesign to program including standards and scoring
- Design with the users in mind
- Deploy a continuous improvement model



## TECHNOLOGY

- Modernize inspection technology
- Optimize workflows
- Improve transparency
- Bring analytical tools to improve decision making

# Rule & Standards

**HUD published a proposed rule in January 2021 and the most recent version of the NSPIRE standards for public comment in June 2022 (with comments due 8/1/22). The rule and standards seek to:**

- Require the same health and safety standards for all HUD housing portfolios, including privately owned properties where HUD-assisted residents reside (e.g., vouchers)
- Specify the manner and timeframe for the remediation of health and safety deficiencies for three categories of health and safety defects with specific remediation timelines
- Require an annual self-inspection and reporting requirement
- Outline the NSPIRE framework including standards and administrative processes such as appeals and enforcement
- Revise the approach to scoring to promote these policy objectives





# How does NSPIRE Emphasize Resident Safety? – Scoring



- Changed focus of scores away from cosmetic deficiencies and prioritization of physical assets to resident health and safety
- Higher weight placed on defects in units where residents spend their time
- Simplified scoring to include fewer inspectable areas
- Easier to calculate score to improve property self-inspections and compliance
- Maintained 100 point scale

# Sunset of HQS and UPCS

**UPCS and HQS has been the standard by which to measure the physical condition of properties for over 20 years**



# Recent NSPIRE Achievements



- Performed over 2,335 NSPIRE Demonstration inspections to evaluate NSPIRE Standards and processes
- Performed over 9,200 NSPIRE-V Demonstration inspections for the Voucher program
- Developed process models across the entire inspection lifecycle to include 13 process areas; developed over 220 use cases
- Developed the initial Federal IT application for testing in the field in the NSPIRE Demonstration
- Hosted 36 virtual workshops/webinars to date, which included over 1,400 attendees, to include executive directors, chief operating officers, and other Public Housing and Multifamily industry leadership, including academia and public health professionals
- Conducted four Customer Experience Workshops for HUD staff (additional external workshops to occur in 2023)
- Conducted 15 Get Ready Session with over 1,900 participants



# Upcoming Milestones



# NSPIRE

## FY2023

### Winter

*Publish Scoring & Standards notices for public comment*

*Publish Final NSPIRE Rule, with future effective date*

*NSPIRE training begins*

### Winter/Spring

*Publish final Standards, Scoring, & Administrative procedures notices*

*NSPIRE Pilot & ongoing training*

### Spring

*Final NSPIRE Rule effective for Public Housing – April 1, 2023*

### Summer

*Implement resident feedback from Pilot – June 30, 2023*

*Public Housing compliance date – July 1, 2023*

### Fall

*Multifamily Housing, Vouchers, CPD effective & compliance Date – October 1, 2023*



# Key Takeaways

- NSPIRE strengthens HUD's physical condition standards to emphasize resident health and safety
- NSPIRE is designed with the users in mind
- NSPIRE is a wholesale redesign to HUD's physical inspection program
- NSPIRE aligns Standards across rental assistance programs
- NSPIRE seeks to continually improve
- NSPIRE modernizes inspection technology





# NSPIRE

## Policy

**Speaker: Tara Radosevich**

# Purpose





# Introduction



- HUD's National Standards for the Physical Inspection of Real Estate **(NSPIRE)** **will replace** Uniform Physical Condition standards (UPCS) and Housing Quality Standards (HQS) in HUD regulations
- NSPIRE will:
  - Revise 24 CFR Part 5 Subpart G - Physical Condition Standards and Inspection Requirements
  - Replace the term "UPCS" in the regulations and associated guidance
  - Re-define the term "HQS" to be synonymous with HUD's Part 5 Subpart G regulations

**Note:** HUD's section of the Code of Federal Regulations (CFR) is Title 24 and is often referenced as 24 CFR



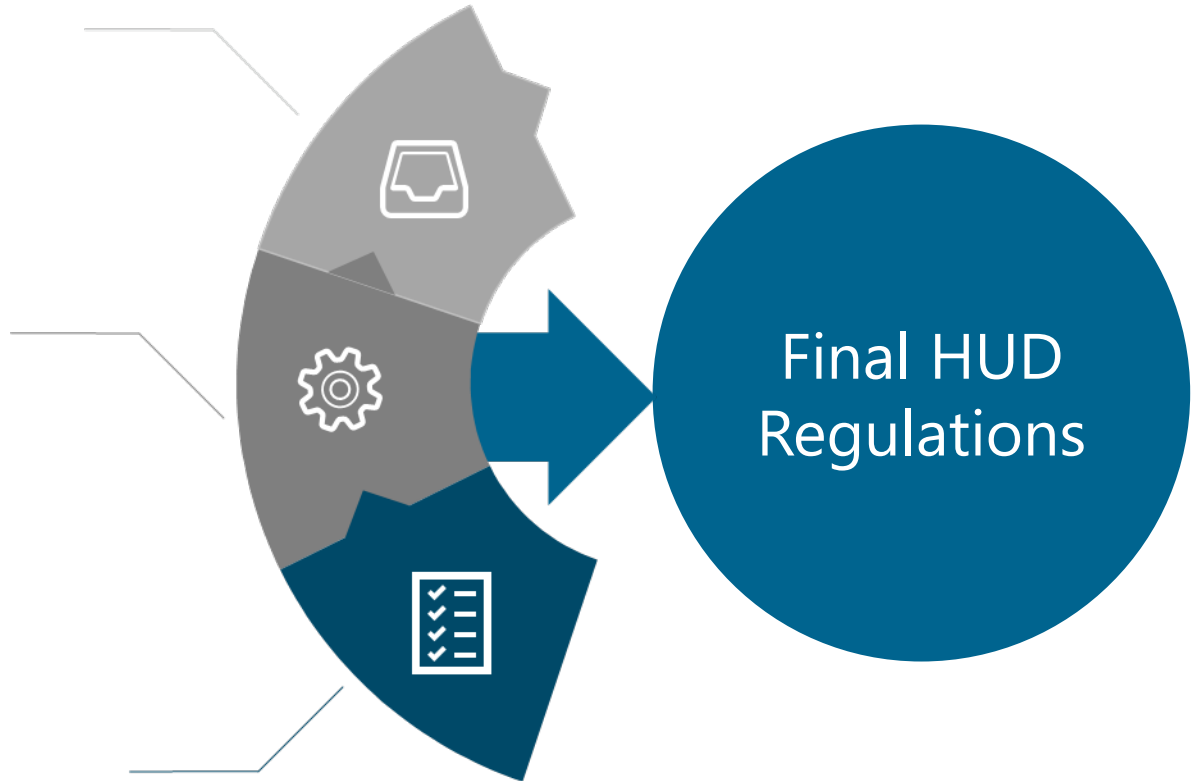


# Inputs and Process

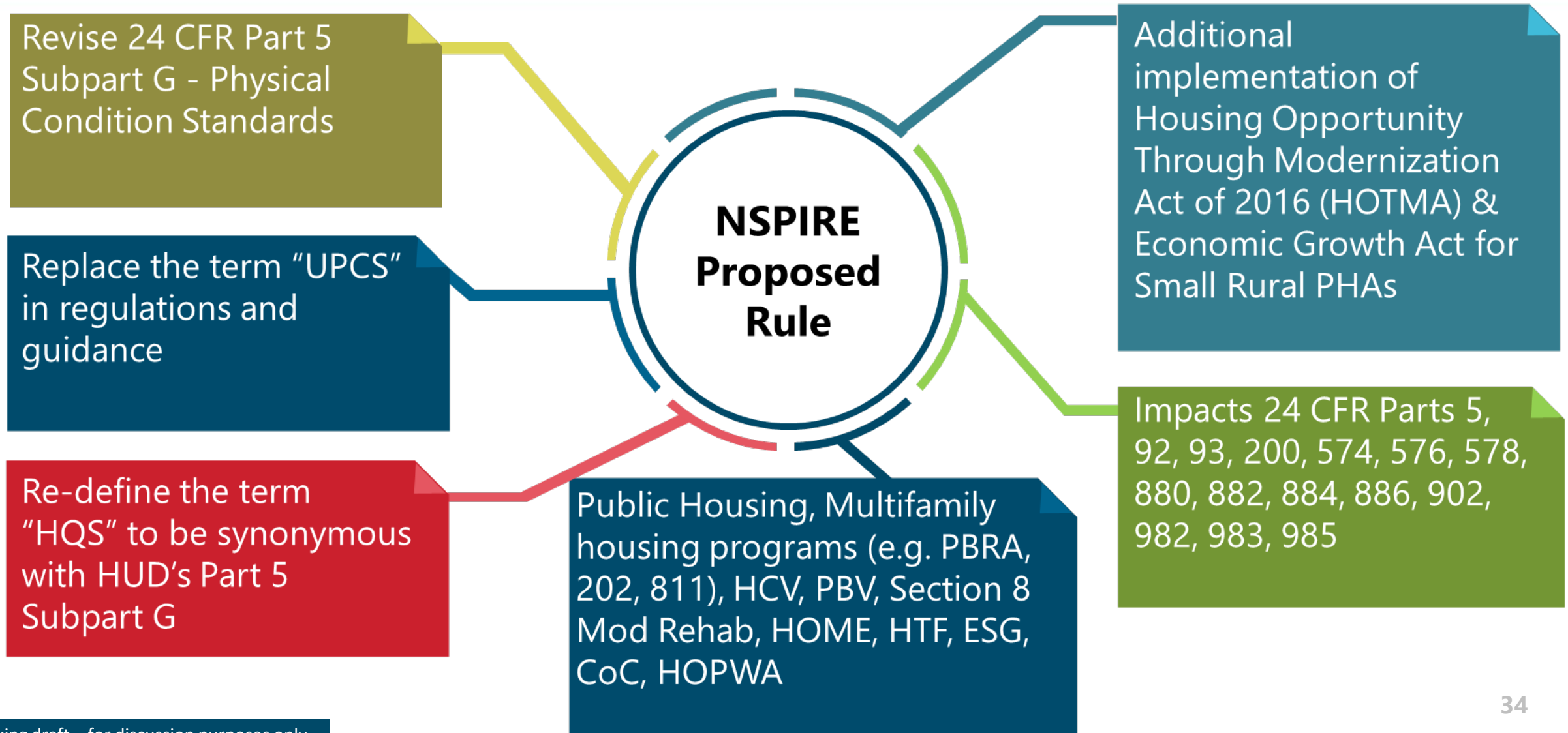
HUD will consider public comments on the NSPIRE regulations, standards and scoring before they are final

HUD used the NSPIRE Demonstration to develop and test NSPIRE inspection process and standards

Implementing NSPIRE requires a rulemaking process with implementing "subordinate" notices in the Federal Register



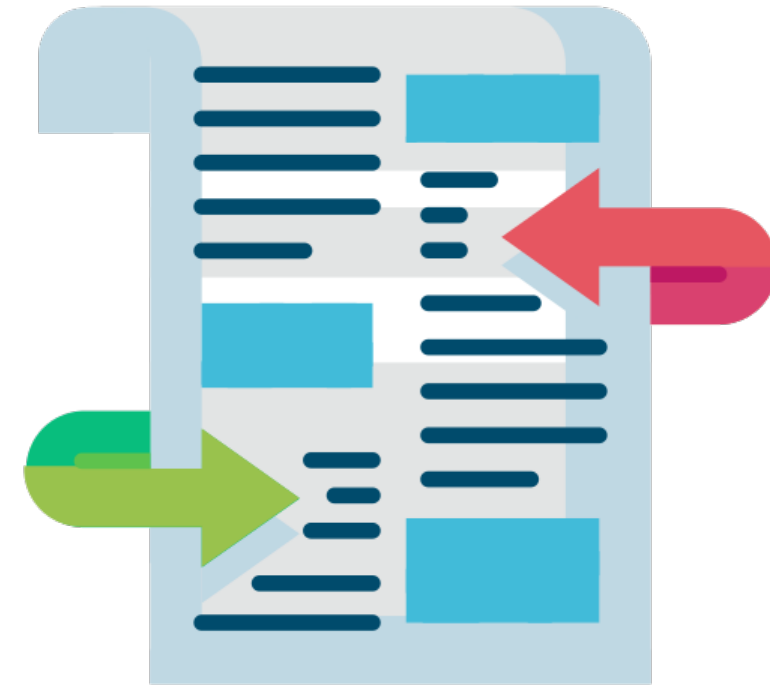
# NSPIRE Proposed Rule



# New Items in the Proposed Rule

Changes introduced for comment:

- Standards review process every 3 years; additional categories for health and safety
- “Affirmatives” in regulation (e.g. GFCI outlets, lighting, HVAC, water safety)
- Remove site and neighborhood requirements (HCV programs)
- Special considerations for single room occupancy (SROs) units (HCV, CPD programs)
- New requirements for resolving health and safety deficiencies
- Self-inspections for Public and Multifamily Housing programs
- Administrative referrals to the DEC for scores 30 and below, or two successive scores <60



# NSPIRE Implementing Notices

**The NSPIRE Rule will be implemented through “subordinate notices” and incorporate:**



NSPIRE Standards Notice  
(proposed and final)



Scoring Notice  
(proposed and final)



Administrative Notice



Small Rural Public Housing  
Assessment System (PHAS) and  
Section 8 Management Assessment  
Program (SEMAP)



Implementing notices for Community  
Planning and Development (CPD)  
programs (HOME, HTF, ESG, COC,  
HOPWA)



Resident Feedback

# NSPIRE Standards Notice

- Notice included 13 questions for comment on mold, safe drinking water, requirements for a permanent heating source, minimum temperature, electrical outlets, deficiency correction time frames and pest infestation
- Included an attachment with 63 “tables” covering individual housing components or hazard inspected
- Proposed updates to the HOTMA Life Threatening or “HOTMA LT” standards for conditions that must be resolved before move-in/24 hours if occupied in the voucher program

A graphic of a document with a folded corner, featuring the text "STANDARDS NOTICE" and "Final Estimated March". The document is grey with a blue and yellow border.

## STANDARDS NOTICE

Final Estimated  
March

# NSPIRE Scoring Notice

- Will be published in Federal Register for comment
- Relevant to public housing and Multifamily housing program properties
- Scoring will reflect NSPIRE goals
  - Health and safety of residents over curb appeal, site conditions
  - Deficiencies in Units > Inside > Outside
- Notice will also include
  - What's changing from UPCS scoring
  - Methodology used to revise scoring
  - Expected sampling strategy
  - Justification for scoring decisions

A graphic of a document with a grey cover and a blue and yellow spine. The cover has the text "SCORING NOTICE" and "Proposed Estimated February".

## SCORING NOTICE

Proposed  
Estimated  
February

# NSPIRE Administrative Notice

- Information to submit in advance of inspection. REAC may collect:
  - Elevator, fire sprinkler certificates
  - Whether there are any current water safety alerts, name of public water system
  - Property construction date verification, scan of lead-based paint inspection (if built before 1978)
- Process for technical reviews
- Post inspection report process, how to report correction of deficiencies
- Communication with residents, making final inspections available for review
- Self inspection process
- Administrative referrals process for failing scores





# Rulemaking Process

Why is this taking so long? Why can't you just tell us more?

Federal rulemaking is covered by the Administrative Procedures Act and **we must...**

1. Make information available to all in the same way (Federal Register, website)


2. Take comments during a specified period, which post to a public docket

3. Issue a final rule with HUD's responses to comments received

4. Final rule will provide an effective date for the revised regulations



# Rulemaking Process Cont.

- 
- A red pushpin icon is located in the top right corner of the red-bordered box.
- Proposed and final regulations and subordinate notices go through Office of Management and Budget (OMB) review
- Review by OMB is at least 90 days
  - OMB also considers the full administrative and economic/cost impact of all regulations, and HUD's "Regulatory Impact Analysis" with the final rule



# NSPIRE Inspections



When will NSPIRE  
Inspections start?

When the rule is **final  
*and effective.***\*

# NSPIRE Inspections Cont.

## **\*But also:**

- NSPIRE Subordinate notices are published as final
- Consider there may be “compliance dates” in the final rule
- Public housing regs planned to be effective April 2023; HUD may delay inspections until July 2023
- Multifamily housing, HCV/PBV, Section 8 Mod Rehab and CPD programs planned for October 2023
- PHAs and owners will still get advance notice of scheduled inspections

# Proposed Inspection Timeframe



- For Multifamily Housing properties and most PHAs (>250 PH units, not rural), the NSPIRE inspection dates will be based on last inspection score and 3-2-1 rules
  - <80 = Every 1 Year
  - 80-89 = Every 2 Years
  - $\geq 90$  = Every 3 Years
- Public Housing NSPIRE Demonstration continues until June 30, 2023. Once the Demo is done, participants will be inspected based on their last UPCS inspection score using the date of the NSPIRE Demo inspection
- Multifamily NSPIRE Demonstration is ending; participants must choose to be scored under NSPIRE or UPCS by March 1, 2023

# Exceptions to 3-2-1



- Troubled PHA properties, regardless of size, will be inspected annually based on fiscal year (FY) end
- “Small Deregulation PHAs”, or PHAs with <250 units will be inspected and scored based on FY end and previous PHAS score:
  - Substandard or Standard = Every 2 Years
  - High Performer = Every 3 Years
- Small Rural PHAs (less than 500 combined PH & HCV):
  - >70 unit weighted average physical inspections (the Small Rural PHAS score) = Every 3 Years

# Key Takeaways



- HUD's physical condition standards are based on federal regulations and implementing notices
- Changes to federal regulations are completed with advance notice and fair opportunity for public comment
- HUD used the NSPIRE Demonstration to design and test the NSPIRE standards and inspection process
  - Note: Demonstration scores are not scores of record
- NSPIRE inspections will commence once the rule is final and effective. All regulations, policies, and effective dates are TBD until published as final
- "Hoping" for rule effective in April 2023 for public housing, and October 2023 for Multifamily Housing, HCV/PBV and CPD programs
- PH inspections will commence July 2023





# NSPIRE

## Standards

**Speakers: Ashley Leia Sheriff and Cliff Kornegay**



# Module Objectives

- Describe new framework for physical inspections and key changes from UPCS/HQS to NSPIRE
- Define key focus areas for HUD's NSPIRE Standards
- Describe health and safety deficiencies, determinations, and rationales
- Describe how to view NSPIRE Standards and available resources on HUD.gov



# Changes from UPCS to NSPIRE

**Mastering the NSPIRE standards will require learning a new framework**

- **More Emphasis on:**

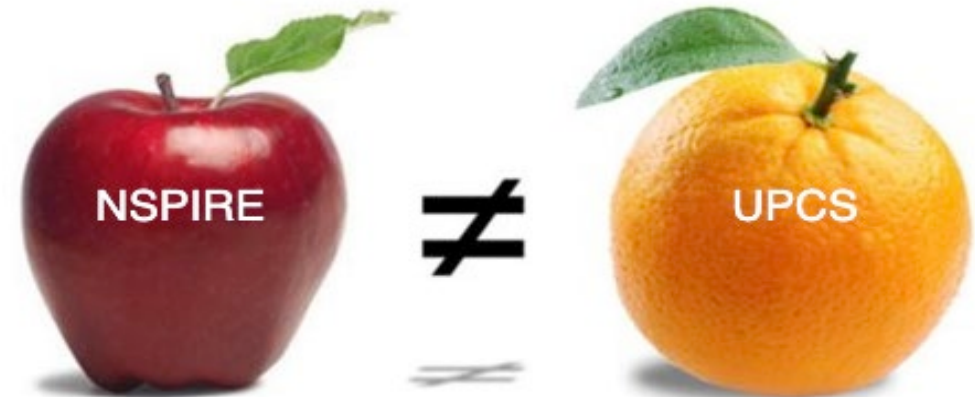
- Health, safety, and functional defects
- Areas that impact residents – their units

- **Less Emphasis on:**

- Condition and appearance defects
- Inspectable areas outside units

- **Objective Deficiency Criteria**

- Criticality levels do not exist within NSPIRE
- Removed subjective deficiency criteria based on feedback



# What is the Same?

- Majority of inspectable items remain mostly unchanged
- Life threatening H&S deficiencies require 24-hour repair timeframe
- Continued assessment on deficiencies in H&S and function and operability

# What is Changing?

- Moved away from 5 distinct inspectable areas: unit, common areas, building systems, site, building exterior
- Removed non-H&S items such as overgrown vegetation, non-security/safety fence damage, damaged trim, common area paint deterioration (post 1978 properties), exterior caulking damage, scratched counter tops
- Changed focus away from cosmetic deficiencies and prioritization of physical assets and the resident health and safety
- Compilation Bulletin and Non Industry Standards (NIS) does not apply to the NSPIRE standards

# What is New?

- Consolidation of inspectable areas to 3: outside, inside, and unit
- More stringent standards for heating, GFCI/AFCI, electrical outlets, mold, infestation, and structural systems
- Enhanced standards for smoke alarms, CO alarms, fire doors, dryer exhaust, guardrails and handrails
- Revised H&S classifications and timeframes – increased urgency to 24-hour repair for life threatening and severe items and 30-day repair for moderate deficiencies

# Deficiency Rationales

- Standards Notice includes rationales that describes the harm or negative result that could occur if that issue were to be present at a property
- Rationales provide a clear and defensible explanation based on sound science
- **Health & Safety (H&S)** make up most of the NSPIRE deficiency rationales because they are focused on the most critical elements that impact resident safety and habitability
- Additional NSPIRE rationale examples:
  - **Function and Operability**
  - **Condition and Appearance**
  - **Maintenance**
  - **Structural**



# H&S Determinations

## Life Threatening



Deficiencies that, if evident in the home or on the property, present a high risk of death or severe illness or injury to a resident.



## Severe



Deficiencies that, if evident in the home or on the property, present a high risk of permanent disability, or serious injury or illness, to a resident; or the physical security or safety of a resident or their property would be seriously compromised.



## Moderate



Deficiencies that, if evident in home or on property, present a moderate risk of an adverse medical event requiring a healthcare visit; cause temporary harm; or if left untreated, cause or worsen a chronic condition that may have long-lasting adverse health effects; or that the physical security or safety of a resident or their property could be compromised.



## Low



Deficiencies critical to habitability but not presenting a substantive health or safety risk to residents.



# Inspectable Areas

**NSPIRE establishes the inspectable areas of a REAC inspection into three easily identified locations: Unit, Inside, and Outside.**

- This increases the usability of the standards and streamlines the inspection process
- Ensures that all residents live in safe, habitable homes, the items and components located inside the building, outside the building, and within the units of HUD housing must be functionally adequate, operable, and free of health and safety hazards
- This streamlined approach allows inspectors to cite deficiencies based on where they are standing and eliminates potential subjectivity or ambiguity about a deficiency's location

# Inspectable Areas Continued

## Unit

A "Unit" of housing refers to the interior components of an individual dwelling, where the resident lives.

## Inside

"Inside" refers to the common areas and building systems within the building interior and are not inside a unit. This could include interior laundry facilities, workout rooms, etc.

## Outside

"Outside" refers to the building site, building exterior components, and any building systems located outside of the building or unit. This includes things like sidewalks, parking lots, and retaining walls.

### Unit



### Inside



### Outside



# Example Unit Life Threatening Defects



Chimney or flue piping is blocked, misaligned, or missing (i.e., evidence of prior installation, but now not present or is incomplete).



Electrical conductor is not enclosed or properly insulated (e.g., damaged sheathing, open port, missing knockout, missing outlet or switch cover, missing breaker or fuse, or missing lightbulb).



Smoke alarm is not installed inside each sleeping area, outside each sleeping area, and on each level.

# Core Health & Safety Focus

The eight focus areas are critical to the habitability and safety of residents





# Addressing Fire Safety

## NSPIRE improves fire safety standards in several ways from UPCS



- ✓ Implementation of National Fire Protection Association (NFPA) 72
- ✓ Minimum temperature requirement
- ✓ Permanent heating source requirement
- ✓ Prohibition of fuel burning unvented space heaters
- ✓ New fire sprinkler defects related to the proper functioning of these systems
- ✓ GFCIs, AFCIs, CO alarms, dryer exhaust, and electrical outlets
- ✓ More stringent & specific fire door requirements

# Addressing Fire Safety Cont.

## NSPIRE conforms with (NFPA 72)

- NFPA 72 is the preeminent national standard for smoke alarms and fire and existing Housing Quality Standards for vouchers align with this standard

### NSPIRE Smoke Alarm Standards Conform with 2019 NFPA 72 Requiring:

At least one working smoke alarm installed on every level of property



At least one working smoke alarm installed outside every sleeping area



At least one working smoke alarm installed inside each bedroom



- Lack of conformance with the NSPIRE smoke alarm standard requires mitigation within 24 hours

## Within two years new NFPA 72 fire safety requirements will be in effect

- Fire alarms without sealed ten-year batteries will need to be fully replaced

# Addressing Fire Safety Cont.

**Properly functioning heating systems are critical to maintain healthy unit temperatures and prevent fires in public housing**

Housing Opportunity through Modernization Act directed HUD to set minimum temperature standards

- PIH Notice 2018-19 set a minimum heating temperature standard for public housing
- The PIH notice set 68 degrees, which is carried over into NSPIRE
- Forthcoming NSPIRE Standards Notice will contain the heating source and space heater requirements
  - It will include potential exceptions for tropical climates



# Addressing Fire Safety Cont.

**Properly functioning fire doors are critical to slow the spread of fire and smoke in buildings**

Fire doors have been addressed in NSPIRE with a standard specific to fire doors

Under UPCS fire doors were inspected and cited with other non-fire doors



The fire door standard details the specific function, operability and structural integrity requirements for fire doors



Defects and deficiency criteria will be based on research and discussions with fire safety professionals



# Addressing Fire Safety Cont.

**Properly functioning fire sprinklers are critical for the suppression of fires**

Current NSPIRE  
version has  
additional defects  
and criteria

1

Deficiency criteria is more detailed  
and objective

2

New deficiency for obstruction of  
the spray area

3

Some deficiencies have elevated  
severity levels

Final standard will address foreign material on sprinklers that doesn't  
impact performance

# Fire and Electrical Shock Hazards

**New standards and deficiencies address:**

Ground Fault Circuit  
Interrupters

Arc Fault Circuit  
Interrupters

Properly Wired Outlets

Grounded Outlets

# Addressing Water Safety

## Water safety was introduced through the NSPIRE Proposed Rule

HUD recognizes the EPA is the government agency tasked with testing and measuring water quality

HUD is considering collecting information on local water outages or water quality alerts

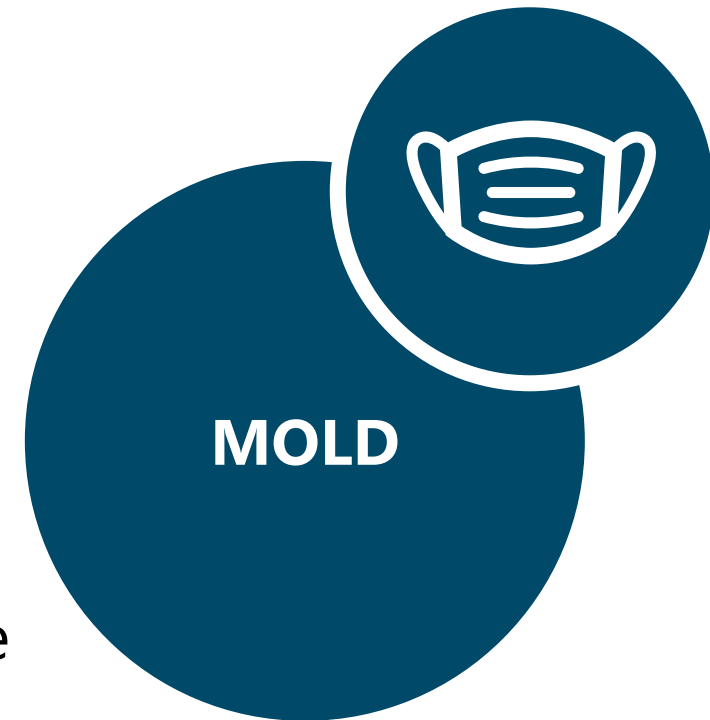
HUD is considering recording observations of lead water service lines in HUD assisted properties



# Addressing Mold & Moisture

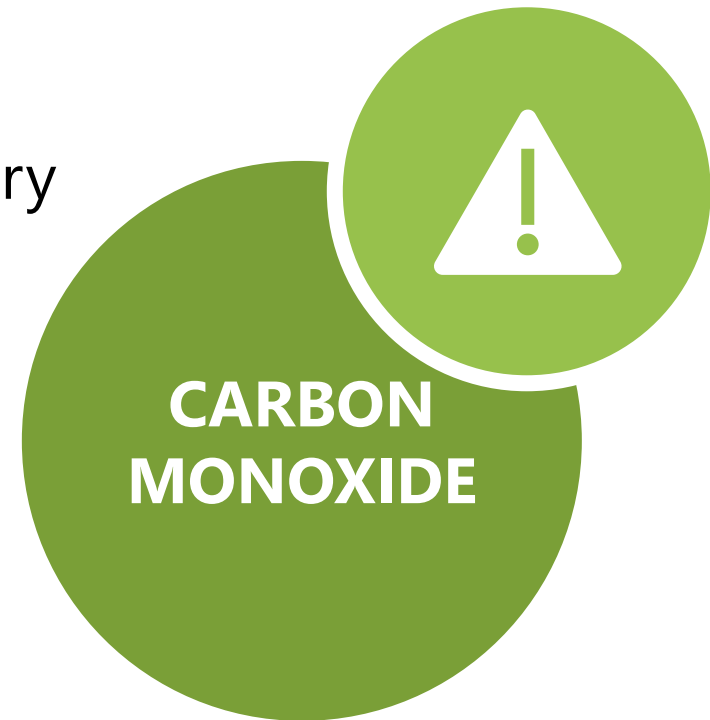
## NSPIRE takes a comprehensive approach to mold and moisture

- Objective and measurable mold deficiency criteria that recognizes different severity levels
- The current mold standard also contains a deficiency for ventilation or dehumidification of bathrooms
- The most recent leak standard contains multiple deficiencies with specific criteria to capture a broad range of plumbing and environmental leaks
- NSPIRE is considering **requiring the use of moisture meters** and **recommending the use of infrared cameras** during inspections



# Carbon Monoxide Alarms

- Transitioning from a survey question to an enforceable standard
- 2021 Consolidated Appropriations Act included a statutory requirement for CO alarms to be installed with the requirements of the 2018 International Fire Code
  - Effective date of requirement was December 27, 2022
  - Chapters 9 & 11 of the 2018 IFC contain the specific installation requirements & are available free online
- REAC notice published December 27, 2022 for the implementation of the CO requirements within UPCS before the NSPIRE final rule is published and effective
- Decision tree for CO installation guidance published to NSPIRE website December 27, 2022



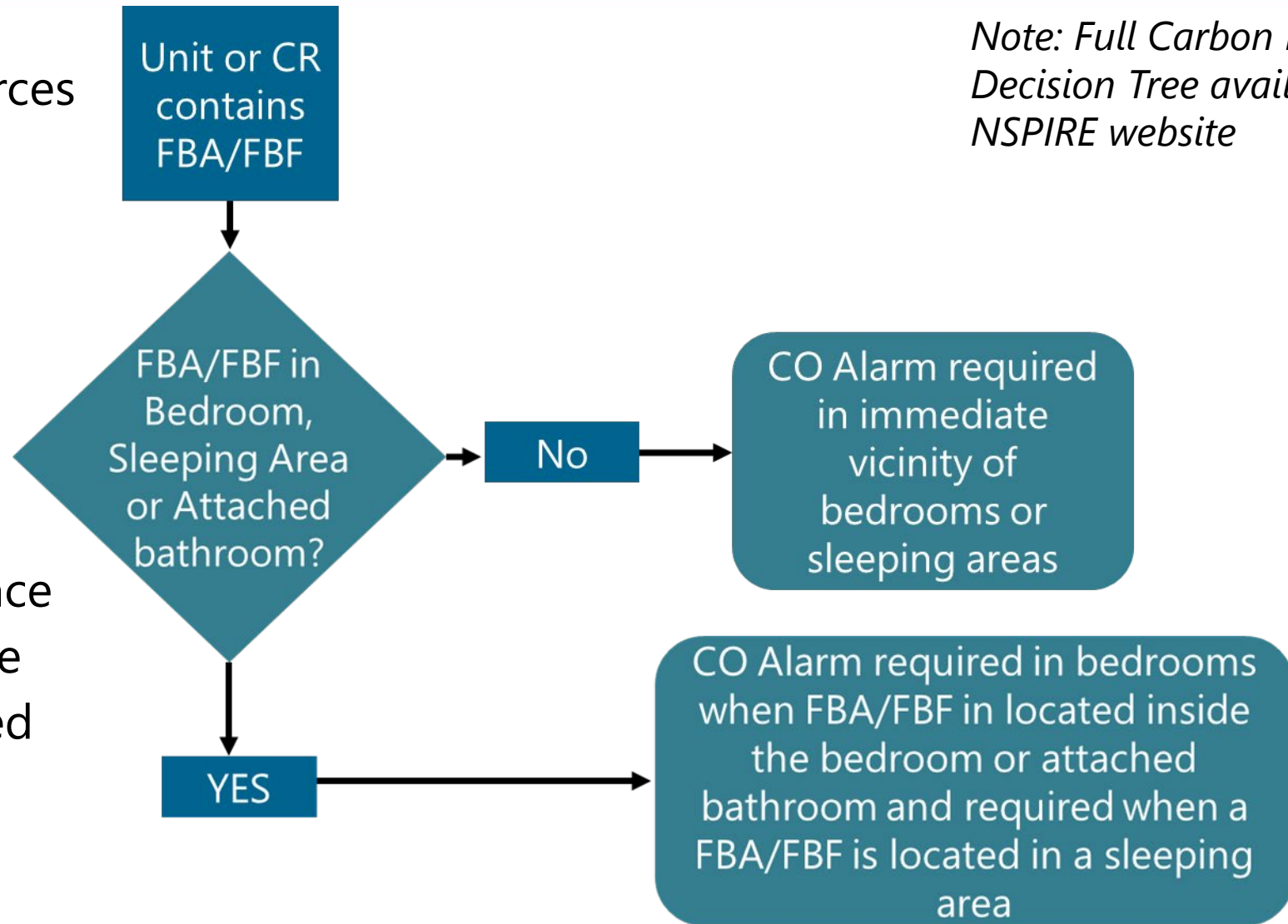


# Carbon Monoxide Decision Tree Example

A guide for determining CO requirements based on sources of carbon monoxide and location

*Note: Full Carbon Monoxide Decision Tree available on NSPIRE website*

**CR** = Classroom  
**FBA** = Fuel Burning Appliance  
**FBF** = Fuel Burning Fireplace  
**FBFAF** = Fuel Burning Forced Air Furnace





# Addressing Infestation

## NSPIRE infestation standards are changing

- Objective deficiency criteria
  - Specific observed numbers of pests result in different severity levels
- REAC is considering alternative correction options and longer time frames for properties using industry best practices
  - An example of best practices would be integrated pest management



# Addressing Lead Based Paint

## NSPIRE will have a different approach than UPCS

- Current lead-based paint standard
  - Incorporates requirements from HUD's Lead Safe Housing Rule for the voucher program
  - In buildings constructed before 1978, inspector will perform a visual assessment for deteriorated paint in units with children under age 6
  - NSPIRE does not replace HUD's Lead Safe Housing Rule requirements





# NSPIRE Standards Webpage



**You can find the standards on the NSPIRE Standards web page**

**This web page provides:**

- Ability to view the standards and download:
  - Single standards
  - All standards in a zip file
- Guidance for navigating the standards



# NSPIRE Standards Webpage



## Standards Update

HUD published the Proposed **National Standards for the Physical Inspection of Real Estate (NSPIRE)** in the Federal Register on June 16, 2022. The public comment period closed on August 1, 2022. The final set of standards will be published in the Federal Register following HUD's review and adjudication of public comments.

## Current Standards

STANDARDS	Version	Last Updated	Inspectable area(s) standard applies to:		
			Unit	Inside	Outside
Address and Signage Standard	2.2	06-23-2022			Y
Bathtub and Shower Standard	2.2	06-23-2022	Y	Y	
Cabinets Standard	2.2	06-23-2022	Y	Y	
Call-for-Aid System Standard	2.2	06-23-2022	Y	Y	
Carbon Monoxide Alarm Standard	2.2	06-23-2022	Y	Y	
Ceiling Standard	2.2	06-23-2022	Y	Y	

# NSPIRE Standards Template Guide



To help inspectors, quality control reviewers, and other stakeholders understand the terminology and layout of the NSPIRE standards, HUD developed a standards template guide to provide:

- Terminology
- Layout of the standards
- An overview of each component section of a standard, from front to back



**NSPIRE** NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

**TITLE:** States the title of the standard  
**VERSION:** States the version of the standard (e.g., V1.3)  
**DATE PUBLISHED:** Lists the date the version of the standard was published (e.g., 7/31/20)

---

**DEFINITION:** Defines the standard  
**PURPOSE:** States the function, use, or purpose the item serves in the built environment, if applicable (i.e., if the standard refers to an item)  
**NAME VARIANTS:** Lists other possible names that refer to the item  
**COMMON MATERIALS:** Lists the most common materials that make up the item (e.g., wood, metal)  
**COMMON COMPONENTS:** Lists the most common components that make up the item (e.g., shower head, faucet, drain)

**LOCATION:**

<input type="checkbox"/> Unit	This box is selected if the applicable inspectable area is within the unit
<input type="checkbox"/> Inside	This box is selected if the applicable inspectable area is within the interior area, but not the unit itself (e.g., common area)
<input type="checkbox"/> Outside	This box is selected if the applicable inspectable area is outside the dwelling

**MORE INFORMATION:** States additional information that is relevant to the item

---

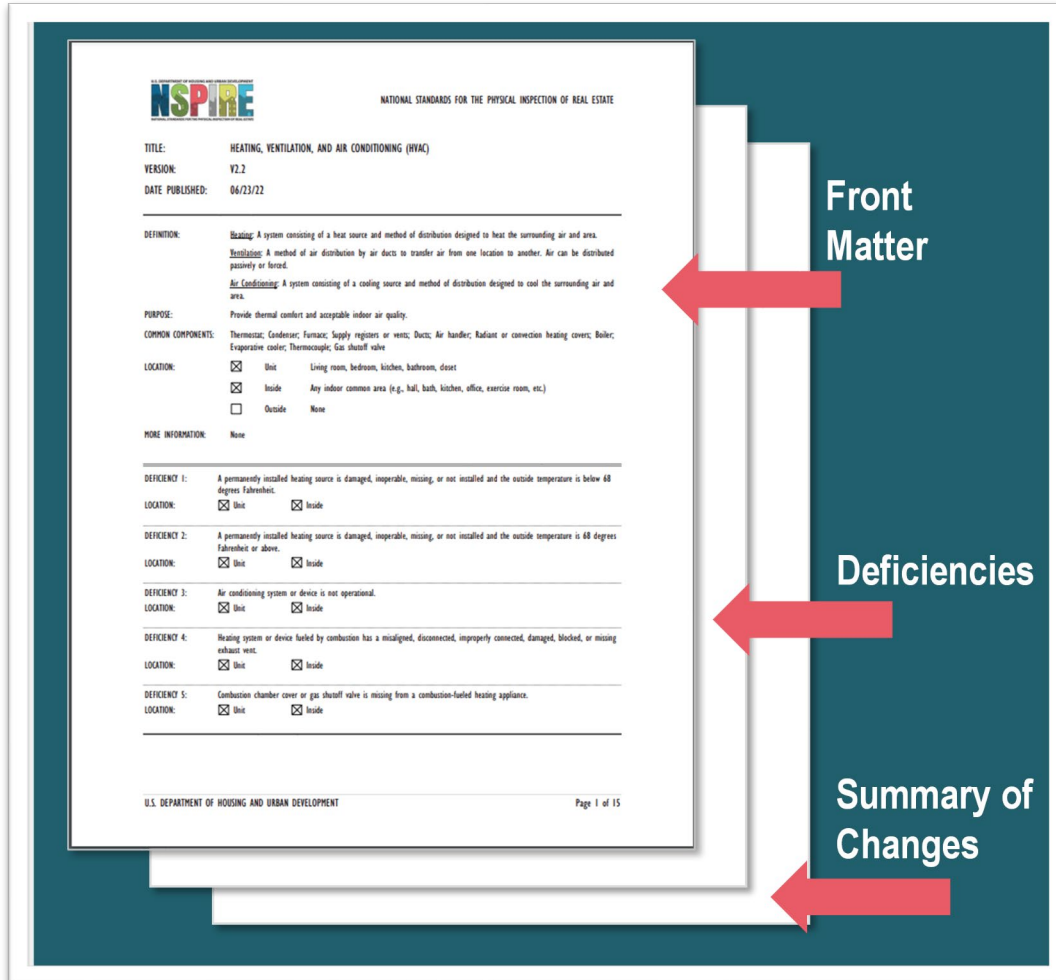
**DEFICIENCY I:** Lists the deficiency applicable to the standard. Below, the boxes are selected to define whether the specific deficiency applies to the Unit, Inside, or Outside inspectable areas.

**LOCATION:** ☐ Unit ☐ Inside ☐ Outside

---

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT Page 1 of 3

# Organization of NSPIRE Standards



The diagram illustrates the organization of NSPIRE Standards, showing three overlapping pages. The top page is labeled 'Front Matter', the middle page is labeled 'Deficiencies', and the bottom page is labeled 'Summary of Changes'.

**Front Matter** (Top Page):

NSPIRE NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

TITLE: HEATING, VENTILATION, AND AIR CONDITIONING (HVAC)  
 VERSION: V2.2  
 DATE PUBLISHED: 06/23/22

DEFINITION: **Heating:** A system consisting of a heat source and method of distribution designed to heat the surrounding air and area.  
**Ventilation:** A method of air distribution by air ducts to transfer air from one location to another. Air can be distributed passively or forced.  
**Air Conditioning:** A system consisting of a cooling source and method of distribution designed to cool the surrounding air and area.

PURPOSE: Provide thermal comfort and acceptable indoor air quality.

COMMON COMPONENTS: Thermostat; Condenser; Furnace; Supply registers or vents; Ducts; Air handler; Radiant or convection heating covers; Boiler; Evaporative cooler; Thermocouple; Gas shutoff valve

LOCATION: ☒ Unit Living room, bedroom, kitchen, bathroom, closet  
☒ Inside Any indoor common area (e.g., hall, bath, kitchen, office, exercise room, etc.)  
☐ Outside None

MORE INFORMATION: None

**Deficiencies** (Middle Page):

DEFICIENCY 1: A permanently installed heating source is damaged, inoperable, missing, or not installed and the outside temperature is below 48 degrees Fahrenheit.  
 LOCATION: ☒ Unit ☒ Inside

DEFICIENCY 2: A permanently installed heating source is damaged, inoperable, missing, or not installed and the outside temperature is 48 degrees Fahrenheit or above.  
 LOCATION: ☒ Unit ☒ Inside

DEFICIENCY 3: Air conditioning system or device is not operational.  
 LOCATION: ☒ Unit ☒ Inside

DEFICIENCY 4: Heating system or device fueled by combustion has a misaligned, disconnected, improperly connected, damaged, blocked, or missing exhaust vent.  
 LOCATION: ☒ Unit ☒ Inside

DEFICIENCY 5: Combustion chamber cover or gas shutoff valve is missing from a combustion-fueled heating appliance.  
 LOCATION: ☒ Unit ☒ Inside

**Summary of Changes** (Bottom Page):

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT Page 1 of 15

HUD redesigned the format and language of the Standards

- Beginning section (front matter)
  - Defines the inspectable item
  - Summarizes the deficiencies
- Deficiencies
  - In order of inspectable area
  - Provides additional information on the process to inspect the deficiency
- Summary of Changes lists revisions to the standard



# Deficiencies - Inspection Process

## Example Standard: Address, Signage

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT		NSPIRE		NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE	
<b>DEFICIENCY I — OUTSIDE:</b> ADDRESS, SIGNAGE, OR BUILDING IDENTIFICATION CODES ARE BROKEN, ILLEGIBLE, OR NOT VISIBLE.					
<b>DEFICIENCY CRITERIA:</b> Address or building identification codes are broken, illegible, or not visible.					
<b>HEALTH AND SAFETY DETERMINATION:</b>		Moderate	The Moderate Health and Safety category includes deficiencies that, if evident in the home or on the property, present a moderate risk of an adverse medical event requiring a healthcare visit; cause temporary harm; or if left untreated, cause or worsen a chronic condition that may have long-lasting adverse health effects; or that the physical security or safety of a resident or their property could be compromised.		
<b>CORRECTION TIMEFRAME:</b>		30 days			
<b>HCV PASS / FAIL:</b>		Fail			
<b>HCV CORRECTION TIMEFRAME:</b>		30 days			
<b>INSPECTION PROCESS:</b>					
<b>OBSERVATION:</b>		<ul style="list-style-type: none"> <li>- Look at the property and locate any signage or address.</li> <li>- Look at individual buildings on the property and locate any signage or building identification codes identifying the building.</li> </ul>			
<b>REQUEST FOR HELP:</b>		None			
<b>ACTION:</b>		Approach the entrance to the building from the main street, road, or parking area.			
<b>MORE INFORMATION:</b>		None			

- Each deficiency includes an Inspection Process section
- Inspection Process subsections:
  - Observation
  - Request for Help (e.g., from resident or POA)
  - Action
  - More Information



# Summary of Changes



- As part of its continuous improvement of NSPIRE, HUD documents the revisions it makes to each standard
- The Summary of Changes is provided at the end of each standard and lists:
  - Fields updated in the standard
  - Revision dates starting with the most recent version



NATIONAL STANDARDS FOR THE PHYSICAL INSPECTION OF REAL ESTATE

## SUMMARY OF CHANGES

TITLE: ADDRESS AND SIGNAGE  
VERSION: V2.2  
DATE PUBLISHED: 06/23/22

FIELD	CHANGE	VERSION	DATE
-----	Abbreviated published version	V2.2	2022-06-23
Name Variants	Removed from published version		
Common Materials	Removed from published version		
Rationale	Removed from published version		
Tools or Equipment	Removed from published version		
Deficiency I		V2.2	2022-06-23
Health and Safety Determination	Relabeled from "Standard" to "Moderate"		
-----	Copy edits	V2.1	2021-04-02
Deficiency I		V2.0	2020-10-28

# Key Takeaways

- NSPIRE strengthens HUD's physical condition standards to emphasize resident health and safety in their units
- NSPIRE aligns inspection standards across all HUD-assisted properties, as directed by Congress
- Get ready now for changes to come (e.g., check fire doors, smoke alarms, carbon monoxide alarm)
- NSPIRE Standards can be found on [HUD.gov](https://www.hud.gov)





# NSPIRE

## Scoring Model

**Speaker: Ashley Leia Sheriff**

# Purpose

By the end of this module you will be able to:

- Contrast the mechanics of UPCS Scoring Model with the proposed NSPIRE Inspection Scoring Model features
- Align proposed NSPIRE goals with NSPIRE Inspection Scoring Model features
- Perform a simplistic scoring exercise
- Understand proposed changes to the sampling methodology
- Comprehend the applicability to PHAS



# Background - UPCS Scoring Model

## 100-point score scale:

- The best possible inspection score is 100 and deficiencies generally cause the inspection score to decrease by some amount

## Item and Area-Based Limits

- Under UPCS, the total score of 100 is comprised of five area scores that each comprised a certain limited percentage of the total score

## Criticality and Severity Level:

- Under UPCS, each “item weight” is multiplied by a predetermined severity and criticality level

Area	Typical % of Property Inspection Score
Units	35
Building Systems	20
Common Areas	15
Building Exterior	15
Site	15

Criticality Level	Multiplier Value
5	5.00
4	3.00
3	2.25
2	1.25
1	0.50

Severity Level	Multiplier Value
3	1.00
2	0.50
1	0.25



# Background - UPCS Scoring Model

## Item and Area-Based Limits

- Further, each area is inspected for specific items
  - For example: if a kitchen has 10 inspectable items (e.g., door, ceiling, cabinet, floor, lighting, HVAC, etc.,) each of the 10 items (if present) have a 10% “item weight”
- When a deficiency is cited, the impact that the deficiency has on the area score relates to this “item weight” that is subsequently multiplied by a few additional values, which are shown and described on the following slide

# Draft NSPIRE Physical Inspection Model Features



# UPCS Comparison to NSPIRE Scoring Model



UPCS	NSPIRE
Complex system of weightings, multipliers, and limits	Simplified four-step scoring system
Unsafe properties could still receive a passing score for a variety of reasons, including mechanisms of “capped” item and area weights	Unsafe properties will not receive a passing score due to focus on Health & Safety and Unit-based defects
Item and area weights could sometimes cause less important defects to disproportionately factor into inspection scoring	Defect Impact Weights Table makes clear the hierarchy of defect importance on Inspection Score

# NSPIRE Draft Scoring Model



- **Draft Defect point system:**

- Each deficiency causes the inspection score to decrease by some prescribed amount according to severity and location
  - ***Health and safety (H&S)*** make up most of the NSPIRE deficiencies because they are focused on the most critical elements that impact resident safety and habitability.
- Sum of "Defect Points" will be normalized to accommodate different property sizes

# Defect Examples



	Outside	Inside	Unit
<b>Life-Threatening</b>	Gas dryer exhaust ventilation system has restricted airflow.	Structural system exhibits signs of serious failure.	Flammable or combustible material is on or near an ignition source.
<b>Severe</b>	A sharp edge that can result in a cut or puncture hazard is present.	Fire labeled door does not close and latch or self-close and latch.	Call-for-aid system is blocked.
<b>Moderate</b>	Trip hazard on walking surface.	Plumbing leak that allows for water intrusion in unintended areas.	Refrigerator component is damaged such that it impacts functionality.
<b>Low</b>	Water runoff is unable to flow through the site drainage system.	Auxiliary lighting component is damaged or missing.	Presence of mold-like substance at very low levels is observed visually.

# NSPIRE Draft Scoring Model

The **Notional Draft Defect Impact Weights Table** shown below is the backbone of the scoring model

	Outside	Inside	Unit	
Life-Threatening	**** **** **	**** **** ***	**** **** ****	24-hour remediation
Severe	**** ***	**** ****	**** **** *	
Moderate	**** *	*** **	*** ***	30-day remediation
Low	*	**	***	

Defect Impact Weights  
are in the process of  
being finalized.



# Draft Scoring 4-Step Process

Under the **draft** NSPIRE Scoring Model, the steps to score an inspection are as follows:

1. Count defects of each type. Multiply counts by values in Defect Impact Weights table (shown in the previous slide). Sum all results. Calculation yields **total defect points**.
2. Size-adjust **total defect points**.
  - Divide total defect points by number of units inspected to adjust for property size
3. Subtract **size-adjusted defect points** from 100 to calculate **0-100 score**.
4. Sum **defect points in units category**, then divide by total number of units sampled. If less than 30 the property passes the "Unit Standard of Performance" test.

# (Proposed Feature) Categorization into Letter Grades

<b>Grade A</b>	<b>Good condition with the least number of concerning defects. Aligns with "Standard 1 Performing Property."</b>	<b>Inspection every 3 years</b>	<b><math>\geq 90</math></b>	<b>Passing Grade</b>
<b>Grade B</b>	<b>Good condition but with more concerning and yet easily addressable defects. Aligns with "Standard 2 Performing Property."</b>	<b>Inspection every 2 years</b>	<b><math>\geq 80 &lt; 90</math></b>	
<b>Grade C</b>	<b>Okay condition with higher number of concerning and yet addressable defects. Close monitoring is needed. Aligns with "Standard 3 Performing Property."</b>	<b>Inspection annually</b>	<b><math>\geq 70 &lt; 80</math></b>	<b>Substandard Grade</b>
<b>Grade D</b>	<b>Challenged condition with high prevalence H&amp;S defects that may not be easily addressable. Close monitoring is needed. Aligns with "Standard 3 Performing Property."</b>	<b>Inspection annually</b>	<b><math>\geq 60 &lt; 70</math></b>	
<b>Grade E</b>	<b>Failing condition with high prevalence of concerning H&amp;S defects. Close, regular monitoring needed. Administrative action may be needed to protect residents.</b>	<b>Higher inspection frequency</b>	<b><math>&gt; 30 &lt; 60</math></b>	<b>Failing Grade</b>
<b>Grade F</b>	<b>Failing condition with extremely high prevalence of concerning H&amp;S defects. Actions should be taken to protect residents. Referred to DEC.</b>	<b>Highest inspection frequency</b>	<b><math>\leq 30</math></b>	

# Draft NSPIRE Sampling Plan



# Draft NSPIRE Sampling Plan



- **Not Finalized – currently undergoing calibration**
- **Draft NSPIRE Sampling Plan:**
  - Number of Units Sampled during inspections may increase under NSPIRE
  - Buildings may be inspected with a likelihood that is related to their number of units (e.g., buildings with higher unit counts are more likely to be inspected)
  - Resident-selected Units may be supplemental to the Inspection Sample





# NSPIRE

## Operations & IT Information

**Speakers: Marcel Jemio and Kevin Laviano**

# Key Topics

Delivering on NSPIRE is built on top of process improvements, talented people, and the use of state-of-the-art technology

- Service delivery model
- Inspection process (i.e., before, during, after the inspection)
- NSPIRE benefits
- Preparation for day 1 (i.e., planning, development, training)





# Revitalized Service Delivery Model



We value our customers and seek to prioritize improvements that re-establish relevance and align services with customer needs

## ○ **ENHANCED CONNECTIVITY**

*to accelerate housing quality improvement*

Connected Property Owners and Agents (POAs), HUD Oversight (i.e., REAC, OFO, DEC), and Program Offices increases transparency and coordination

## ○ **ENHANCED OPERATIONS**

*to streamline business processes & user experience*

Real-time data and intuitive automated workflows improve business processes focusing on timely detection, remediation, and improvement of homes

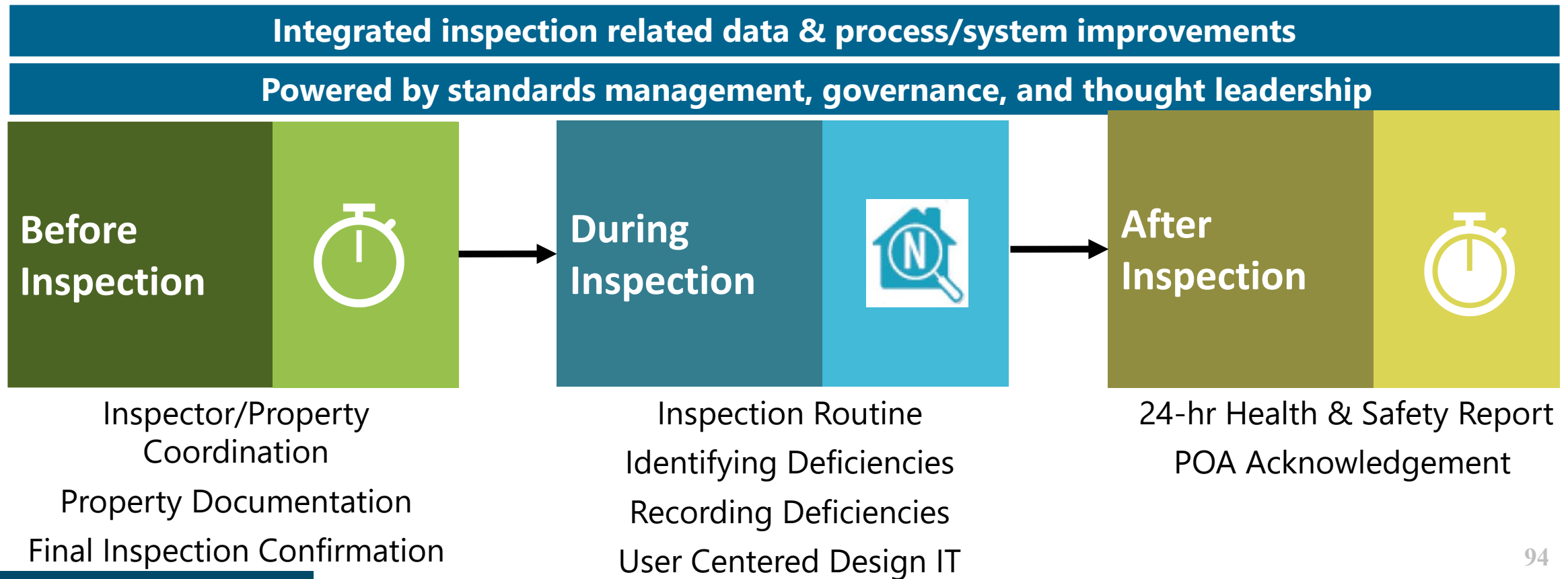
## ○ **ENHANCED TECHNOLOGY**

*to increase productivity and data analytics*

Modern, digital experience improves portfolio management, risk assessment, and predictive analytics

# Improvements to Operations

- What happens before, during, and after inspections is changing
- We are designing as digital an experience as possible



# Before-Inspection Highlights


- POAs will receive automatic emails directing them to verify their property profiles prior to inspection
- POAs will have access to an integrated dashboard to update property information including certificate upload (elevator, fire extinguishers, etc.)
- Continued effective coordination between NSPIRE inspectors and POA once inspection is scheduled
- HUD upgraded back-end automated systems to streamline internal inspection administrative processes (i.e., scheduling, inspectors' roles)



# Inventory Management

Inventory Management is the process to ensure that property inventory for the inspection line of business are complete and accurate


## Inventory Management – Key Changes

- 
- Field Offices (FOs) will have the ability to track and query property profiles directly in the Salesforce platform but will still need to update the property profiles in the source systems
  - Processes will be streamlined to notify down stream customers when to verify and update property profiles prior to an inspection thus resulting in increased inventory accuracy
  - Variance report will identify properties with inconsistent, incomplete, or inaccurate profiles based on the inspection

# Ordering

Ordering is the process for creating property inspection orders


## Ordering – Key Changes +

- 
- A blue pushpin icon is pinned to the top right corner of the list box.
- Generate a collection of Inspection of Record Orders including properties to be inspected, which are then automatically routed to FOs and Program Offices (POs) for review and approval
  - FOs new responsibility includes examining new orders for issues, or delaying the inspection for any property in the collection
  - FOs and POs will receive automated notifications when orders are placed to vendors
  - Ad-hoc orders initiated as “one-off” inspections performed as a result of Congressional inquiry, low scores, high risk, etc.

# Scheduling

Scheduling is reengineered to include an Integrated Master Schedule (IMS) on Salesforce to improve resource, workload, and financial planning.

## Scheduling – Key Changes

- 
- A blue pushpin icon is pinned to the top right corner of the list box.
- Vendors and POAs will have access to view scheduled inspections associated with their organization
  - Prior to inspection day POAs will:
    - Receive an email link to their property profile for validation
    - Interface with a single platform to verify and update property profiles and view scheduled inspections
    - Upload certificates to Salesforce (e.g., fire suppression, elevator, boiler)
    - Provide an accurate point of contact to generate work orders and close out H&S items



# Tracking & Managing Inspections

ExAM Inspection  
INSP-01045

+ Follow



## Details

### Information

Inspection Name	INSP-01045	Owner	Matt Crockett
Inspection ID	REAC QA Internal Test Dev 12	Inspection Vendor	REAC QA Internal
Development	<a href="#">A-077524</a>	Assigned Inspector	<a href="#">Robert West</a>
Inspection Unsuccessful Reason	N/A	Number of Sample Buildings	2
Occupancy Percentage		Number of Sample Units	4
Inspection Due Date		Number of Sample Alternate Units	0
RVI	In-Person	Total Number of Units	4
		Min Number of Units Required to Inspect	4
		Total Number of Sample Units Inspected	4
		Cancellation Day of Inspection	
		Cancellation Prior to Inspection	

### Inspection Date/Time Information

### ExAM Deficiencies (3+)

<a href="#">QR-2622</a>	Corrective Timeframe: 30 days Status: Acknowledged/Unmitigated Development: <a href="#">A-077524</a>
<a href="#">QR-2624</a>	Corrective Timeframe: 24 hours Status: Acknowledged/Unmitigated Development: <a href="#">A-077524</a>
<a href="#">QR-2626</a>	Corrective Timeframe: 30 days Status: Acknowledged/Unmitigated Development: <a href="#">A-077524</a>

[View All](#)

### Assignment Manager (3+)

<a href="#">AM-1275 09-27-2022</a>	Property: Assessment Template ... H&S Acknowledgment Assessment Classificati... NSPIRE Inspection
<a href="#">AM-1276 09-27-2022</a>	Property: Assessment Template ... Outside Inspection Assessment Classificati... NSPIRE Inspection
<a href="#">AM-1277 09-27-2022</a>	

# During Inspection Highlights

- Actions on the day of inspection are streamlined due to:
  - Previous validation of property profile information
  - Previous validation of profile sampling variables such as offline buildings and units, vacancy rates, and converted units (if applicable)
  - More efficient visual verification of properties based on “real time” information
  - Modern inspection software



# Discussion – App Features

8:35 PM Wed Sep 28 5G 48%

< Inside Inspection Submit All

Assessment Viewer

Assessable Record: A-074170  
Assignment Manager: AM-1457 09-27-2022

Inside Standards  
(1/51) 2% Completed

NOD OD NA

12. Egress \*

NOD OD NA

13. Electrical - Conductor \*

NOD OD NA

14. Electrical - GFCI or AFCI Outlet or Breaker \* 1

NOD OD NA

15. Electrical - Outlet and Switch \*

NOD OD NA

16. Electrical - Service Panel \*

NOD OD NA

17. Elevator \*

Electrical - GFCI or AFCI Outlet or Breaker


Electrical - GFCI or AFCI Outlet or Breaker

☐ AFCI breaker

☐ AFCI outlet

☐ GFCI breaker

☒ GFCI outlet




Cancel Next

# Discussion – App Features

Electrical - GFCI or AFCI Outlet or Breaker

GFCI outlet

☒ Test or reset button is inoperable



Cancel

Previous

Next

Electrical - GFCI or AFCI Outlet or Breaker

Corrective Timeframe

24 hours

Image

\* This field is required


Add Image

Comment

Does not test

Room Inside

Garage



Cancel

Previous

Record Deficiency


# Discussion – App Features

Health\_and\_Safety\_Report\_-\_09-28-2022\_15-19.pdf - Adobe Acrobat Reader DC (32-bit)

File Edit View Sign Window Help

Home Tools Albany Dashboard... Health\_and\_Safety\_... x

Save Print Email Find Up Down 2 / 5 129%

<p>Location</p> <p>Building 1 Victory Square_1</p> <p>Parking Garage</p> <p>Sampling Status</p> <p>In Sample</p> <p>Corrective Timeframe</p> <p>24 hours</p>	<p>Electrical - GFCI or AFCI Outlet or Breaker</p> <p>GFCI outlet or GFCI breaker is not visibly damaged and the test or reset button is inoperable.</p> <p>Comment</p> <p>Behind ac units in garage</p> 
<p>Location</p> <p>Building 1 Victory Square_1</p>	<p>Electrical - Outlet and Switch</p> <p>An unprotected outlet is present within six feet of a water source.</p>

# After-Inspection Highlights

- Property representatives given health & safety reports daily, acknowledge receipt electronically and have immediate access to H&S report via automated links
- Information flows and timeliness between QC reviewers, Inspection Vendors, and POAs will be improved
- The inspection report format will be more user friendly
- Under NSPIRE, deficiencies have specific mitigation/repair timeline requirements (i.e., 24-hrs, 30-days)






# Health & Safety



## Health & Safety – Key Changes

- 
- A green pushpin icon is pinned to the top right corner of the list box.
- Records will be created and tracked through resolution including POA mitigations, supporting documentation, and FO verification
  - Multifamily and public housing organizations will receive H&S reports by their field office and region
  - Automated notifications for: open H&S items; items awaiting mitigation; insufficient defect resolution; and, when defect resolution is complete
  - Health & Safety reports are now electronically signed

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# Reviewing & Adjudicating Health & Safety Deficiencies Mitigations



Field Office App NSPIRE Inspections NSPIRE Deficiencies

NSPIRE Deficiency QR-4355658

**Details**

Deficiency Information

NSPIRE Health & Safety Life-Thr

Deficiency ID QR-435

Question Label Unit -> monoxi or visu monoxi or visual alarm when tested.

Building Address

Room/Location

Deficiency Location MF TEST UNIT 1

Deficiency Location Address

Location (Unit/Inside/Outside) Unit

**Approve Mitigation**

Mitigation Reviewer Comment

Evidence and repair is acceptable.

Status

Mitigation Approved

Cancel Save

Post

Share an update...

# Appeals

Appeals is the process responsible for POAs submitting appeal requests associated with an inspection on their property

## Appeals – Key Changes

- POAs will submit appeals digitally via Salesforce
- Appeals lifecycle management is streamlined thereby improving visibility, tracking and reducing process cycle times



# Sample Reports and Dashboards

NSPIRE Demo Inspections Running Total

2,181

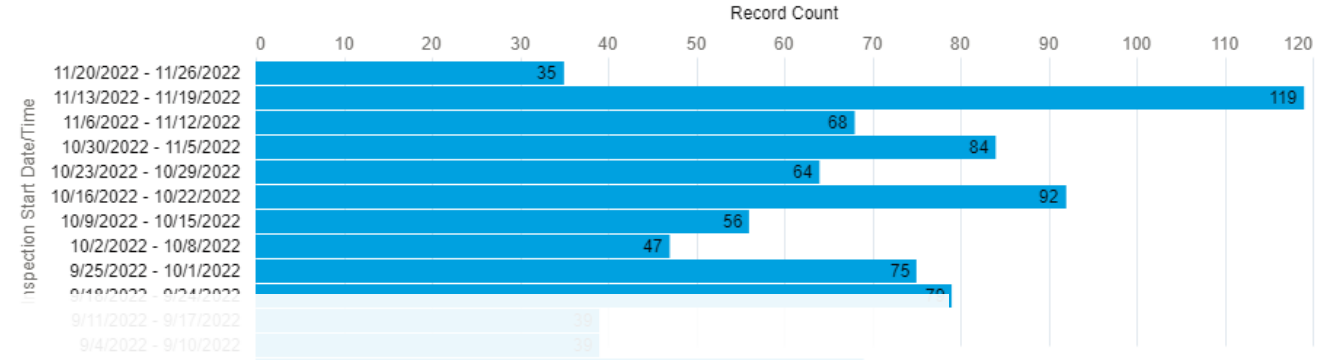
(does not include 24 Sharepoint inspections)  
[View Report \(ExAM Inspections for NSPIRE\)](#)

Total Number of Deficiencies

53,268

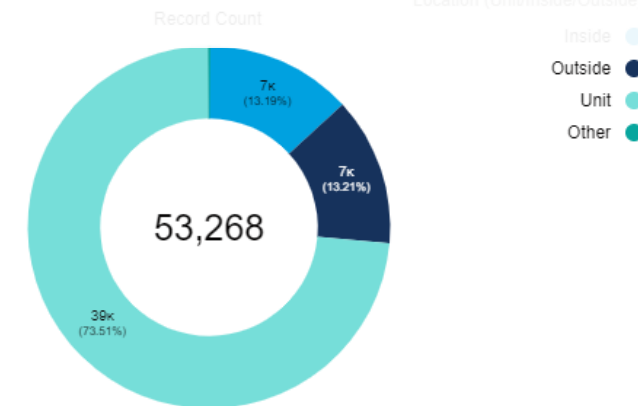
[View Report \(Deficiency Report\)](#)

NSPIRE Demo Inspections in Last 7 Group



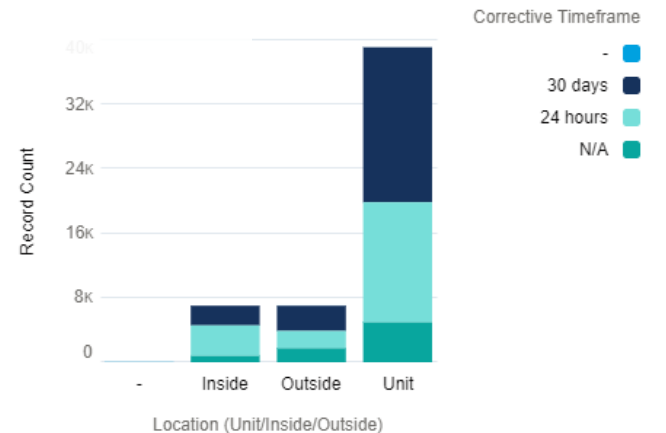
[View Report \(NSPIRE Demo Inspections in Last 7 Group\)](#)

Location of Deficiency Breakdown



[View Report \(Deficiency Report\)](#)

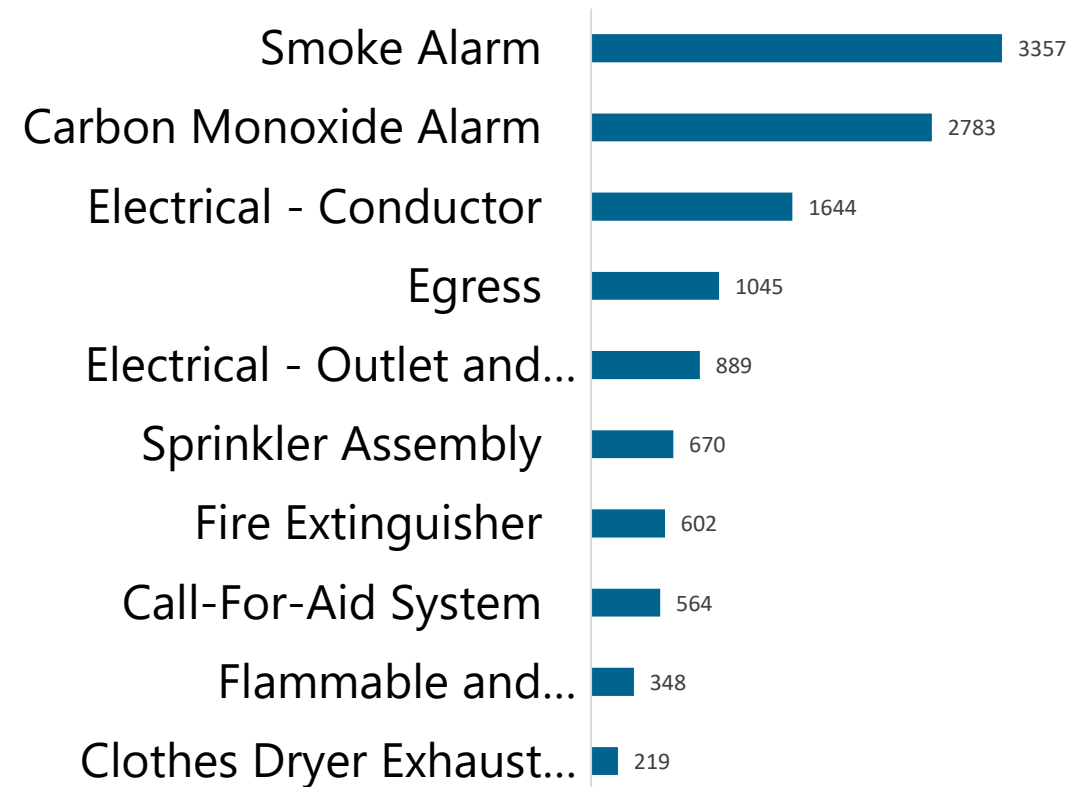
Corrective Timeframe



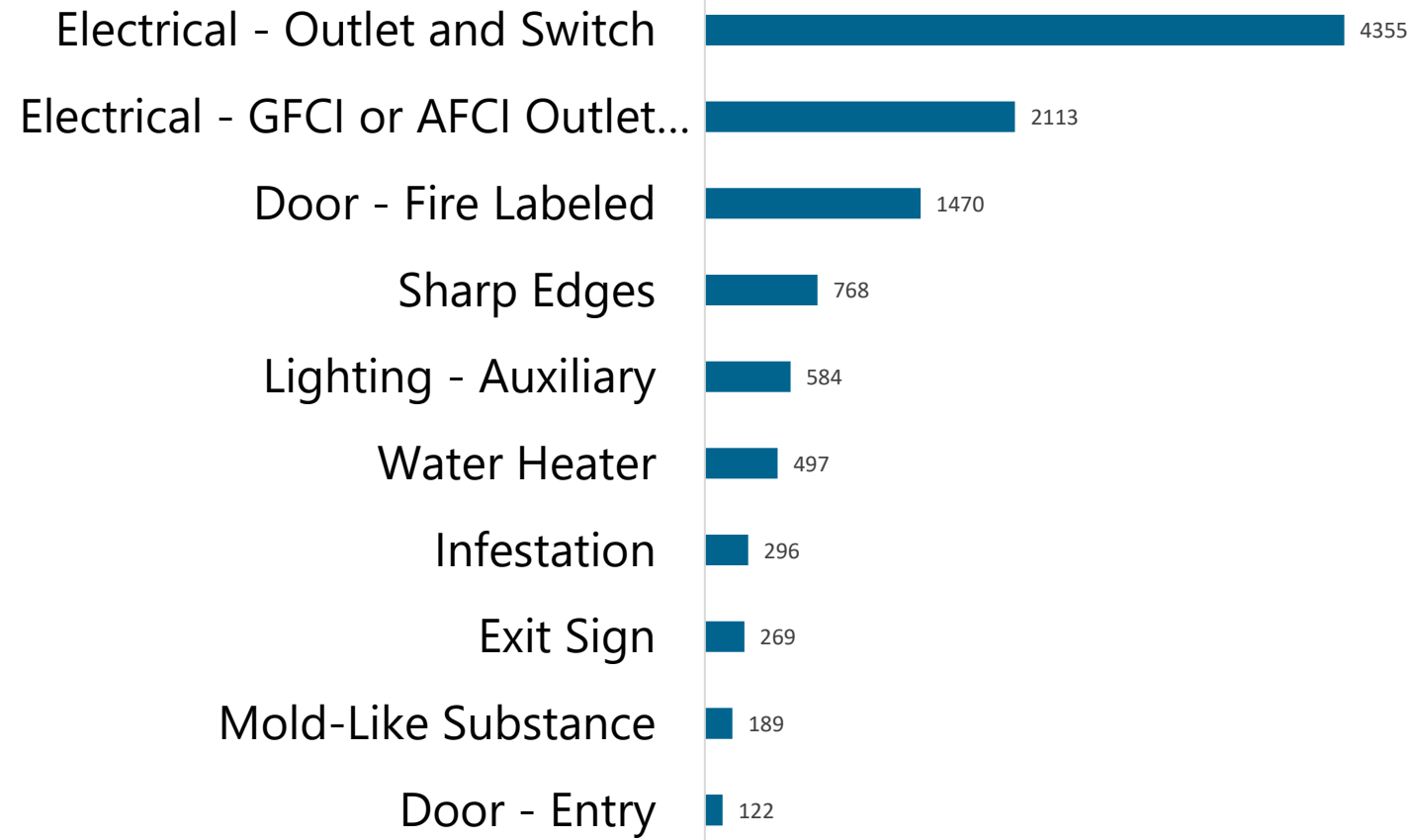
[View Report \(Deficiency Report02\)](#)

# Top Defects Based on Demonstration

## Top 10 Most Occurring Life Threatening Defects



## Top 10 Most Occurring Severe Defects





# Benefits to POAs & Field Staff

## ***For Property Owners & Agents:***

- Efficient coordination and scheduling
- System generated health and safety notifications and instructions for appropriate users
- Enhanced case management for appeals
- Technology solution can integrate with required systems such as property source systems, procurement systems, and financial systems
- Refreshed scoring model promotes emphasis on health and safety of residents

## ***For Field Staff:***

- Improved transparency and communication from REAC to equip Field Staff to provide tailored support to its customers
- Manually intensive tasks are automated to maximize staff's efforts on high value, high return items
- Direct input from staff informs ongoing NSPIRE process design and continuous improvement

# Planning for Day 1



## CALENDAR YEAR 2022

JULY | AUG | SEPT | OCT | NOV | DEC

## CALENDAR YEAR 2023

JAN | FEB | MARCH | APRIL | MAY | JUNE

### Stage 1 – Learning

Evaluate standards, evaluate protocol, & research initial IT

### Stage 2 – Testing

Conduct inspections to collect data, perform field evaluation QA (i.e., side by side), & refine scoring model

### Stage 3 – Pilot

Evaluate end-to-end life-cycle operations



**Go-Live**

NSPIRE Standards & Inspector Protocol Processes Refinement

System Development, Testing, and Improvement

# Training Preparation for Go-Live

## CALENDAR YEAR 2023

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## ➤ Training Development

**Go-Live**



## ➤ Training Delivery

Get Ready Series, Office Hours, Webinars, FAQs

### Audience Groups:

- Federal Inspectors
- Contract Inspectors
- POAs
- Property Maintenance Staff
- Service Mortgagees
- Field Office Staff

### Topics:

- Standards
- Application
- Protocol
- Back End Processes

## ➤ Training Publishing

Full NSPIRE toolkit will be available on the HUD.gov  
NSPIRE webpage

[https://www.hud.gov/program\\_offices/  
public\\_indian\\_housing/reac/nspire](https://www.hud.gov/program_offices/public_indian_housing/reac/nspire)

# Key Takeaways

- NSPIRE strives to enhance connectivity, enhance operations, and enhance technology through the end-to-end inspection life-cycle for stakeholders
- POAs and Field staff will see benefits of streamlined workflows and reduction in manual work to improve property quality oversight
- The NSPIRE Demonstration serves as an opportunity to gather input from stakeholders, refine processes, and ensure all mechanisms are in place to facilitate the nationwide go-live
- Training will be provided for impacted groups



The background of the slide is a collage of three images. The top left shows a family of five (a man, a woman, and three children) smiling in front of a house. The top right shows an elderly couple and a younger man smiling together. The bottom half of the slide features a large image of a modern, multi-story apartment building with a courtyard and a fountain.

# NSPIRE

## Questions and Feedback

[NSPIRE@hud.gov](mailto:NSPIRE@hud.gov) or search for "HUD NSPIRE" found on HUD.gov

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